

## Iowa Certified Public Manager Organizational Structure

### **State Responsibilities: Administration**

#### *Calendar/Logistics:*

- Maintain accurate web site
  - Calendar
  - Class locations
  - Enrollment form

#### *Enrollments:*

- Accept enrollments
- Answer questions regarding over-all program by interested staff, cities, counties, state agencies, federal government, and non-profits.
- Maintain accurate list of participants

#### *Budget:*

- Develop and maintain accurate budget

#### *Invoice:*

- Pay invoices according to budget allocations

#### *Communications:*

- E-mail participants logistics changes
- Contract with all non-university instructors
- Update and maintain CPM brochure

#### *Evaluation:*

Semi-annually survey CPM participants regarding quality of CPM program. Share that with University.

#### *Request for Proposal:*

The state will periodically bid this contract.

### **University Partner Responsibilities: Day-to-Day Operations**

#### *Curriculum:*

- Curriculum decisions: adjustments to existing materials or outline, such as changes to handouts, PowerPoint or teaching points.
- Develop course content. To be reviewed at annual meeting (quarterly—see below) with the State.

#### *Class administration:*

- Contract with university instructors
- Develop and score exams
- Develop agenda for twice a year Advisory Board meeting
- Develop annual report
- Track attendance
- Assign and maintain records of make-up work
- Determine make-up work pass/fail
- Class Location:
  - Most classes held on university campus

- Provide audio visual requirements
- Provide flip chart paper, makers, etc.

#### *Evaluations*

- Develop, distribute, and summarize class evaluations

Send summary to State monthly

#### *Communications:*

- Inform the State of changes in class locations
- Send the exams to State for dissemination
- Maintain accurate records of all training material and documentation needed for accreditation visit
- Graduation details
  - Determine and provide location
  - Develop graduation program
- Provide audio visual requirements
- Refer all contacts by State agencies for CPM related services to the State Training Unit
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### **State and University Responsibilities: Partnership Decisions**

#### *Curriculum*

- Develop CPM curriculum
- Annual Program Review (We may want to do this quarterly instead of annually. Hold annual meeting to review courses. Both the state and university will come to the meeting with proposed changes. Major curriculum changes and course content changes will be agreed on at the meeting. University will notify the state of additional changes not in keeping with decisions at this meeting. Topics discussed at the annual meeting may include:
  - Changes to objectives or major teaching points
  - Changes to design of the program
  - Outcome of program
  - Instructor changes
  - How many classes to offer
  - When to offer classes
  - Class size limits
  - Determine classes in need of major overhaul
  - Classes to be eliminated

#### *Marketing*

- Market the CPM Program to state agencies, cities, counties, federal government, and non-profits by giving presentations and mailing marketing materials
- Split the cost of postage for mailing marketing materials

#### *Class Administration*

- Gather information for continuous improvement in a feedback session during last class
- Determine CPM Advisory Board members and their level of involvement

- Annually review CPM rules and policies to ensure compliance with the National Consortium and continued accreditation requirements
- Set calendar dates for each class and determine staff availability
- Annually review pricing of each monthly session and pricing of entire seventeen month program